

CIVIL SERVICE LIST CALL GUIDELINES

To promote consistency in the use of open competitive and promotion civil service lists, agencies are encouraged to follow the below guidelines when conducting list calls/hiring pools. Adherence to these guidelines will ensure that agencies follow a standardized decision-making process, and reinforce Citywide compliance with relevant Civil Service and employment laws, rules, and regulations.

Notification to Candidates Pre-List Call

Agencies should notify list eligibles of upcoming civil service list calls by sending a "Notice of Hiring Pool" letter (HC-0001). Attached is a template that you can modify for use by your agency. The agency should contact list eligibles by mail and give them at least ten days' notice prior to the list call. Follow-up emails or telephone calls will enhance the response rate. You may need to modify the language on the letter for selective certifications or temporary certifications.

Candidate Interview

The interview is a critical component in the selection process. The interview enables the hiring agency to evaluate a candidate's education and work experience against the duties and responsibilities of the vacant position.

The interviewer should use a structured interview format. A structured interview provides a standardized method of comparing job candidates. During a structured interview all candidates are asked the same questions in the same order. Use of a structured interview permits the agency to evaluate responses applying consistently the rating scale and standards for acceptable answers.

When conducting a structured interview you should remain mindful of the following:

1. All questions should relate to the knowledge, skills, and abilities needed to do the job.
2. Interviewers must not inquire about the age, race, gender, religion, national origin, marital status, disability, or criminal records of the candidate.
3. Ask each candidate the same questions.
4. Use interview panels so that more than one person conducts the interview. Ensure that the panel is diverse and does not include people who are on the civil service list being used.
5. Document the candidate's responses. Do not rely on memory.

6. Assess candidate responses objectively using detailed rating scales.

More information about structured interviewing is available at the following DCAS Diversity and EEO website: <http://extranet.dcas.nycnet/eoo/diversityeoo/pages/managing-diversity.aspx>.

An agency may not deem a candidate "considered and not selected" unless it has interviewed the candidate. Candidates on a civil service certification should be given the opportunity to interview for the position if they are reachable based on the number of vacancies, including any candidates that have been serving in the title provisionally and those for which the position would be a promotion opportunity.

Other factors to consider when making selections from a civil service list include:

- Performance evaluations
- Time and attendance records
- Supervisory recommendations
- On-site writing samples

These and other related areas should be considered only if relevant to the vacant position.

Notification to Candidates Post-List Call

Candidate Considered and Not Selected:

The Agency must notify any candidates considered and not selected for the position through a formal written communication as per Personnel Services Bulletin (PSB) 200-7 "Notice to Candidates of Non-Selection." http://www.nyc.gov/html/dcas/downloads/pdf/psb/200_7.PDF. The attached HC-0002 (formerly DP-2375) is a template for this notice and should be put on your agency's letterhead.

Candidate Found Not Qualified:

If the Agency finds a candidate not qualified for appointment (NQA), the Agency must provide a Notice of Proposed Disqualification (HC-0003) to the candidate (template attached), which allows for the candidate to contest the proposed disqualification. A Notice of proposed medical and psychological disqualification should comply with PSB-100-10R.

Not sooner than thirty (30) days after a Notice of Proposed Disqualification is sent to a candidate, the agency must provide to the candidate a final Notice of Disqualification (HC-0004) with reasons for the NQA along with instructions for appealing to the City Civil Service Commission (template attached).

Return of Certification Disposition to DCAS

After the civil service list call has been conducted, you must enter the certification disposition code for each list eligible into the DCAS PRISE/AIS system. The corresponding codes must be entered and the disposition closed, with all supporting documentation forwarded to DCAS, by the expiration date of the certification. Attached for your reference is a list of disposition codes. Only those disposition codes that are relevant to a particular type of certification (such as open competitive, promotion, or selective certification) are attached to each certification sent to your agency in eCerts, the DCAS electronic delivery system for certifications.

We will conduct periodic audits to ensure that these guidelines are being followed. If you have any questions regarding this process, please contact Jerez Hue, Acting Director of Certification, at 212-669-2452.

Thank you for your attention to this matter.